Certificate

Certificate number: 2013-003

Certified by EY CertifyPoint since: June 3, 2013

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017, the Information Technology Service Management System as defined and implemented by

Syntax Systems GmbH & Co. KG*

located in Weinheim, Germany is compliant with the requirements as stated in the standard:

ISO/IEC 20000-1:2018

Issue date of certificate: May 19, 2022
Expiration date of certificate: May 18, 2024
Last certification cycle expiration date: March 10, 2022

EY CertifyPoint will, according to the certification agreement dated May 19, 2022, perform surveillance audits and acknowledge the certificate until the expiration date noted above

The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate.

DocuSigned by: 23 May 2022 | 1:41:52 PM CEST

Jatin Sehgal
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J. Sehgal | Director, EY CertifyPoint

Syntax Systems GmbH & Co. KG

Scope for certificate 2013-003

The scope of this ISO/IEC 20000-1:2018 certification is as follows:

The scope of Information Technology Service Management System under certification comprises of the Syntax Systems GmbH & Co. KG & Syntax Systems s.r.o. legal entities and is applicable to the following processes/ service descriptions in Germany and Slovakia:

SAP Managed Cloud Services (including Unix OS, SAP, Server Hosting) in Germany and Slovakia.

The Information Technology Service Management System is centrally managed out of Höhnerweg 2 - 4, 69469 Weinheim, Germany. The scope mentioned above applies to the following two locations:

Weinheim, Germany
Höhnerweg 2 - 4, 69469 Weinheim, Germany

Kosice, Slovakia
Protifašistických bojovníkov 11, 04001 Košice, Slovakia

All other services from the above locations and services from other locations are excluded from this scope.

The Information Technology Service Management System mentioned in the above scope is restricted as defined in "ISMS - SMS Scope Syntax EU Service Delivery_EN" version 4.4, dated March 31, 2022.

This scope is only valid in connection with certificate 2013-003.